HomeLink: *Before* You Troubleshoot, Consider This

Currently Applies To: HomeLink-equipped '98–07 Accord V6s, '05–07 Accord Hybrids, '99–07 Odysseys, '03–07 Pilots, and '06–07 Ridgelines

Got a service customer complaining he or she can't program HomeLink to work with a garage door or security gate opener? Before you go start troubleshooting HomeLink, here are some things to consider:

- **Is your customer using the original remote transmitter that came with the opener?** HomeLink can be programmed **only** with the original remote transmitters. And for quick and accurate programming, the remote transmitter should have a fresh battery. If your customer is using an aftermarket universal remote transmitter, the folks at HomeLink say most of these units **aren't** compatible with HomeLink. If your customer runs into any programming problems, he or she can call HomeLink at **800-355-3515** or visit their website at *www.homelink.com*.
- **Was the garage door opener made before April '82?** These openers don't have the safety feature that stops and reverses the drive motor if an object is detected during closing, increasing the risk of injury. It may not be possible to program HomeLink to work with it.
- **Does the garage door opener use a rolling code?** To program HomeLink to work with these openers, there are specific steps you must do. If your customer does just the basic programming steps, HomeLink, may not work with that opener. Those steps are clearly spelled out in the applicable O/M. Remind your customer to follow them **to the letter**.

© 2007 American Honda Motor Co., Inc. – All Rights Reserved